



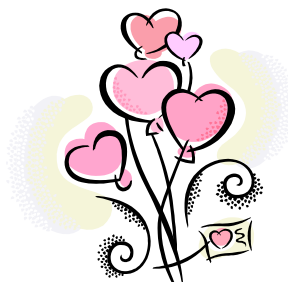
HEALTH CHECK

WHO NEEDS A WELL CHILD CHECK-UP?



Many health problems begin before your children look or feel sick.

If your child is enrolled in EqualityCare, he or she can get FREE Well Child **Health Check** Exams; these exams help keep your children healthy. Many health problems begin before children look or feel sick. Regular **Health Check** exams can find problems and treat them before they get worse.



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What is included in a well child health check?

- ⇒ A head to toe physical exam
- ⇒ Immunizations (shots)
- ⇒ Tests for anemia & lead
- ⇒ Height, weight and development check
- ⇒ Nutrition check (eating habits)
- ⇒ Vision, dental and/or health screening
- ⇒ Health information (potty training, biting, fighting, walking, talking)

Special points of interest:

- Well Child Check-Ups
- Winter Safety Tips
- Eye Glasses Update
- APS and what they can do for you!
- Client Web Portal
- Important Telephone Numbers

WINTER SAFETY TIPS

February through April can continue to bring Wyoming some pretty cold temperatures and biting winds. Children who are not prepared for winter climates can suffer from frostbite, hypothermia and severe chills that can lead to illness, poor judgment and even permanent injury. To avoid the dangers of cold weather, here are a few tips to help:

- ◆ Dress in multiple layers to play outside, including extra layers for legs, feet and hands.
- ◆ Always wear hats and gloves when playing outdoors in cold weather; the biggest proportions of body heat are lost through the head and hands.
- ◆ Limit the amount of time spent playing outdoors to safe intervals, and bring children inside periodically to warm up.
- ◆ Remove all wet clothing immediately and change to dry clothes if going back outdoors.
- ◆ Wear sunscreen on all exposed skin to guard against burns from bright sunlight and snow glare.
- ◆ Do not permit children to play outdoors in poor weather such as snowstorms, extreme cold or high winds.
- ◆ Wear brightly colored outer clothing that is easily seen from a distance.
- ◆ Do not dress children in winter wear with drawstrings — they can cut off circulation and make frostbite a greater threat, and loose drawstrings may present a strangulation hazard.
- ◆ Teach children to avoid playing near snowplow areas.
- ◆ Do not permit children to dig snow tunnels or forts that may collapse and bury them.
- ◆ Regularly de-ice or sand sidewalks, driveways, patios and other areas where children may play.



APS AND WHAT THEY CAN DO FOR YOU!

APS manages *Healthy Together!*, which is a program that can help you and your family manage your health. It is for individuals who are covered by EqualityCare insurance. *Healthy Together!* offers you:

- ◆ A healthcare team who will help you make healthy decisions, educate you on your illness and help you find resources in your community including a doctor or healthcare provider.
- ◆ Educational materials to help you manage your health, including information on healthy meal planning, how to follow medication instructions and how to stop smoking.
- ◆ A nurse you can call 24 hours a day at (1-888-545-1710) to ask questions about your health.

Healthy Together! is free to clients of EqualityCare. You may join by calling 1-888-545-1710 to talk with a nurse who will ask you a couple of short questions and get you enrolled. You can also ask your doctor or another healthcare provider to refer you.

IMPORTANT INFORMATION ABOUT EYE GLASSES

As of January 1, 2010, EqualityCare pays for one (1) pair of glasses per 365 days. Healthy Eyes are important in your child's ability to learn, here are some signs to watch for:

- | | |
|--|--|
| ◆ Headaches, especially above the eyes | ◆ Closes or covers one eye |
| ◆ Red or watery eyes when reading | ◆ Tilts head or turns paper |
| ◆ Rubs eyes | ◆ Moves head or lips when reading |
| ◆ Eyes wander | ◆ Avoidance of near work, especially reading |



**Always attend scheduled appointments
or call ahead of time to cancel**

THE IMPORTANCE OF MAKING AND KEEPING APPOINTMENTS

You are expected to show up 30 minutes early for your first visit and then 15 minutes early for any additional appointments. (This is so you have time to fill out paper work). Always attend scheduled appointments or call ahead of time to cancel.

Bring any medical information you have regarding your child's current and past medical conditions/problems, such as shot records, pill bottles for any medication that is currently prescribed, surgeries, and the names of health care providers and clinics that your child has been to recently.

Bring your child's EqualityCare card and any other public or private health insurance information.

When Should I Take my Child to the Emergency Room?



Emergency rooms are for emergencies and life-threatening situations, and should not be used for any other purpose. Emergency room care is expensive. Do not go to the emergency room for care that should take place in a healthcare provider's office, such as sore throats, colds, flu, earache, minor back pain, and tension headaches.

Emergency care is covered 24 hours a day, 7 days a week. An emergency is a serious threat to your child's health. If you believe your child has an emergency, go to the nearest emergency room or call 911. Some examples of emergencies are:

- > Trouble breathing
- > Chest Pain
- > Severe cuts or burns
- > Loss of consciousness/blackout
- > Bleeding that does not stop
- > Vomiting blood
- > Broken bones

EMERGENT, URGENT, OR ROUTINE?

When you call for an appointment, there are three levels of importance: Emergent, Urgent, and Routine.

- * Emergent appointments are for significant pain, injuries, etc. that should be seen right away.
- * Urgent appointments should be seen in a day or two, and are for ongoing symptoms, such as a persistent low grade fever, ongoing discomfort, etc.
- * Routine appointments may be scheduled in a few weeks, and are for **Health Check** appointments, follow up exams, etc.

Not every call can be scheduled on an emergent or urgent basis, so the medical provider's staff may ask some questions to help determine how to classify your call. Don't get defensive, or demand to speak with the doctor, let the staff do their job. For routine appointments, you can generally ask for a particular provider, but for emergent or urgent calls, you may need to see a different provider. Remember, your medical provider works not only office hours, but evenings, nights and weekends, so they rotate call coverage, so your particular provider may not be available at all times.

Try to call for all appointments and medication refills during office hours, when the staff is there to pull your charts and help you. Do not wait until your prescription is out before calling for a refill, call a couple days early.



CLIENT WEB PORTAL (<http://wyequalitycare.acs-inc.com>)

The client secured Web portal is available and offers you the following opportunities 24 hours a day and 7 days a week:

- Check your EqualityCare eligibility.
- Ask EqualityCare questions regarding your benefits or covered services, etc.
- You may request a replacement EqualityCare client ID card.
- Make transportation requests when covered by your benefit plan. Certain requests will need to continue to be made through the ACS Transportation Call Center.

NOTE: The above requests must be made in the Client Secured Web Portal. To gain access to the secured area you must first register. On the EqualityCare Home page under "Client" there are on-line instructions on how to complete the registration process. From the Client Home page go to "*First time to the client secured portal?*" and click on "Client Web Registration" to complete the registration process. To register you will need either the EqualityCare client ID number or SSN (Social Security Number), date of birth and first and last name.

You do not need to register to access general information:

- Find a Wyoming EqualityCare doctor, dentist, hospital or clinic in your area or in a specific town, city or state.
- Contact information
- EqualityCare Handbook
- This newsletter and other client materials
- Frequently Asked Questions

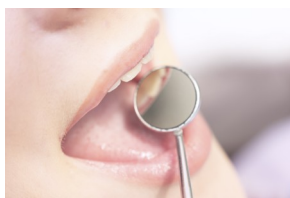


WHERE SHOULD I TAKE MY CHILD FOR CHECKUPS?



Your doctor, a clinic, health center, or local health department can provide Well Child **Health Checks**. It is best to establish a "medical home", a place where they know your child's history. Find a place in

your area to provide this medical home. For Dental exams, make an appointment with a dentist in your area.



MAKING AN APPOINTMENT...

- > You may make an appointment directly with your child's doctor or dentist (ask if they will accept EqualityCare before making the appointment).
- > It is important for you to keep your child's appointment. The doctor and dentist reserve time especially for your child. If you cannot keep your child's appointment, call and tell them as soon as possible.
- > When you go for your child's appointment, take your child's EqualityCare card and immunization record.

WHEN SHOULD MY CHILD HAVE A HEALTH CHECK?

Getting a Health Check at the right time is the best way to make sure your child gets the medical care he or she needs.

Babies need check-ups at:

- ✓ 1 month
- ✓ 2 months
- ✓ 4 months
- ✓ 6 months
- ✓ 9 months
- ✓ 12 months

Toddlers need checkups at:

- ✓ 15 months
- ✓ 18 months
- ✓ 24 months (2 years)

Young children need checkups at:

- ✓ 3 years ✓ 5 years
- ✓ 4 years ✓ 6 years



Older children and Teenagers need:

- ✓ A checkup every year

WHO SHOULD I CALL?

- If you have any questions on your EqualityCare benefits please contact ACS at 1-800-251-1269.
- For Children's Special Health (CSH) eligibility, call your local Public Health Nursing (PHN) office. For information on services and limitations for the CSH programs, call (307) 777-7941 or 1-800-438-5795.
- For travel reimbursement, call 1-800-595-0011.
- To apply for assistance in purchasing nutritional food items (i.e. formula, juice, milk, eggs, etc.) through the Women, Infants, and Children (WIC) program, contact your local WIC office.



For children enrolled in KidCare CHIP:

- If you have any questions on your KidCare CHIP health or vision benefits, please contact Blue Cross Blue Shield of Wyoming at 1-800-209-9720.
- If you have any questions on your KidCare CHIP dental benefits, please contact Delta Dental at 1-800-735-3379.

** KidCare CHIP is not an EqualityCare Program*

Visit our website at
<http://wdh.state.wy.us/healthcarefin/index.html>



Wyoming
Department of Health
Office of Healthcare Financing

Our mission is to promote,
protect and enhance the health
of all Wyoming citizens.



The Wyoming Department of Health is the primary State agency for providing health and human services. It administers programs maintaining the health and safety of all citizens of Wyoming.

Mission

We envision a Wyoming in which all citizens are able to achieve their maximum health potential: a Wyoming in which early intervention, wellness, health promotion, and health maintenance programs are the primary approach for solving health problems: a Wyoming in which at-risk citizens receive culturally appropriate and sensitive services: a Wyoming in which we and future generations are healthy, vital, and productive so as to seize the opportunity to live our individual dreams and enjoy the benefits of our bountiful resources and natural beauty.

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YOUR HEALTH CHECK NEWSLETTER



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